





#### WHAT IS HEALTHY CONNECTIONS?

Healthy Connections is Idaho's Medicaid care management program. It is a program to help you get the health care you need, when you need it.

### WHY HAVE I BEEN ASKED TO JOIN HEALTHY CONNECTIONS?

The short answer is; to improve your health.

- Having the right care at the right time is the best way to make sure minor health problems do not become big health problems.
- Healthy Connections links you with one doctor who will guide your healthcare.
- Healthy Connections also helps limit the rising cost of medical care.

In certain locations, you may be required to join Healthy Connections in order to have access to medical care through the Medicaid program.

# How does Healthy Connections Help Me?

In addition to the benefits above, Healthy Connections helps you in the following ways:

- You will not have to search for a doctor who accepts Medicaid.
- It saves time and gives you peace-of-mind when an illness or emergency occurs.
- Ensures that your child receives the immunizations and well-child check-ups they need.
- You have a doctor you can trust to help you make wise medical decisions.

# WHO WILL BE MY HEALTHY CONNECTIONS DOCTOR?

If you do not already have a family doctor or pediatrician, the Regional Healthy Connections staff can help you find a doctor in your area.

If you already have a doctor, you may not have to change your doctor. Ask your Regional Healthy Connections staff if you have questions.

Many primary care doctors and clinics that accept Medicaid require enrollment in Healthy Connections.

# DOES HEALTHY CONNECTIONS CHANGE MY MEDICAID BENEFITS?

The basic benefit package that you are eligible for does not change. However, you may need a referral from your Healthy Connections doctor for some specialized Medicaid services. Other Medicaid services such as dental care, eyeglasses, and family planning do not require a referral.

### WHAT IF I AM NOT HAPPY WITH MY MEDICAL CARE?

Your Regional Healthy Connections staff is available to help you resolve problems with your Medical care.

- If you want to change Healthy Connections doctors, you must first call your Regional Healthy Connections staff.
- Remember: it may be difficult to find a doctor who is accepting new Medicaid patients.

Grievance Process: You have the right to file a written grievance if you do not feel your issues are resolved. You may also ask for a hearing.

# WHAT HAPPENS IF I GO TO A DIFFERENT DOCTOR OR RECEIVE OTHER CARE WITHOUT A REFERRAL?

If you do not have a referral from your Healthy Connections doctor before receiving services from another provider, one of the following may happen:

- The provider may refuse to provide treatment until you get a referral.
- The provider may call your Healthy Connections doctor for a referral, but he/she may refuse to give the referral if you did not talk to them beforehand.
- The provider may bill you individually if you insist on treatment without a referral.

#### WHAT IS EXPECTED FROM ME?

When you join Healthy Connections, you form a partnership with your doctor. You will be expected to:

- Follow your treatment plan.
- Show up for all your appointments on time.
- Call 24 hours in advance if you must cancel an appointment. Do not skip the appointment
- Talk with your Healthy Connections doctor before going to another doctor or obtaining Medicaid specialty services.
- Ask your Healthy Connections doctor who to call and where to go when their clinic is closed.
- Not use the emergency room for routine non-emergency medical care.
- Call your Healthy Connections doctor for directions if you are not certain that your condition is an emergency.

Doctors or clinics cannot refuse to treat you because of race, sex, handicap, age, religion, color, or national origin; but they may ask you to select another doctor under certain conditions.



FOR MORE INFORMATION, CONTACT THE HEALTHY CONNECTIONS REPRESENTATIVE IN YOUR AREA DURING BUSINESS HOURS:

#### **BOISE REGION**

Ada/Boise/Elmore/Valley Counties (208) 334-4676 or 1-800-354-2574

#### COEUR D' ALENE REGION

Benewah/Bonner/Boundary/ Kootenai/Shoshone Counties (208) 666-6766 or 1-800-299-6766

#### IDAHO FALLS REGION

Bonneville/Butte/Clark/Custer/Fremont/ Jefferson/Lemhi/Madison/Teton Counties (208) 528-5786 or 1-800-919-9945

#### LEWISTON REGION

Clearwater/Idaho/Latah/ Lewis/Nez Perce Counties (208) 799-5088 or 1-800-799-5088

#### NAMPA/CALDWELL REGION

Adams/Canyon/Gem/Owyhee/ Payette/Washington Counties (208) 455-7244 or 1-800-494-4133

#### POCATELLO REGION

Bannock/Bear Lake/Bingham/Caribou/ Franklin/Oneida/Power Counties (208) 239-6260 or 1-800-284-7857

#### TWIN FALLS/BURLEY REGION

Blaine/Camas/Cassia/Gooding/Jerome/ Lincoln/Minidoka/Twin Falls Counties (208) 736-4793 or 1-800-897-4929

#### EN ESPAÑOL

Statewide: 1-800-862-2147



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